IN THE CLAIMS

Please amend the claims as follows:

1   Claim 1 (currently amended): A <u>computer-implemented</u> method for long-range planning for
2   a complex system, comprising:
3   defining at least one resource description, wherein a resource description comprises a
4   group of resources that have similar characteristics, <u>wherein the at least one resource</u>
5   <u>includes resources not currently existing,</u> and wherein defining comprises specifying
6   the characteristics, including at least one capability and at least one performance
7   measure;
8   defining at least one work load <u>wherein the at least one work load includes works loads</u>
9   <u>not currently existing</u>; and
10   specifying at least one criteria to be satisfied by a long-range staffing plan; and
11   calculating an effect of applying the at least one resource description to the at least one
12   work load <u>while satisfying the at least one criteria</u>, wherein the calculated effect
13   includes at least one performance measure for the at least one work load, and an
14   effective cost per hour.

1   Claim 2 (currently amended): The method of claim 1, wherein the complex system is a
2   contact center, the at least one resource description includes ~~an~~ <u>at least one</u> employee
3   profile, the at least one work load includes ~~a~~ <u>at least one</u> queue, and wherein the at least
4   one capability includes a skill set.

1   Claim 3 (original): The method of claim 2, wherein the at least one performance measure
2   includes an efficiency percentage, and wherein applying the at least one resource
3   description to the at least one work load includes staffing the at least one queue with the
4   at least one employee profile.

1   Claim 4 (original): The method of claim 3, wherein the calculated effect further includes a
2   queue occupancy for each queue, and an estimated cost of the long-range staffing plan.

1   Claim 5 (original): The method of claim 3, wherein calculating comprises:
2   adding a first employees from the at least one profile to a proposed schedule, wherein
3   there is an available work associated with each employee in the at least one profile,
4   and wherein the proposed schedule is for servicing the at lease one queue over a
5   predefined time period;
6   calculating an effect of adding the first employee, wherein adding an employee includes
7   distributing the available work associated with the employee among the at least one
8   queue;
9   adding a next employee from the at least one profile to the proposed schedule;
10   calculating an effect of adding the next employee taking into account the effect of having
11   added the first employee; and
12   iteratively adding additional employees to the proposed schedule and iteratively
13   calculating effects of adding the additional employees taking into account each
14   employee already added until the available work for every employee from the at least
15   one profile has been distributed.

1   Claim 6 (original): The method of claim 5, wherein calculating the effect of adding the next
2   employee includes redistributing available work among the at least one queue, and
3   recalculating a workload remaining.

1   Claim 7 (original): The method of claim 3, wherein the characteristics further include:
2   shrinkage, wherein shrinkage comprises various categories of time for which an
3   employee is paid, but during which the employee does not work;
4   burden, wherein burden comprises various categories of expenses associated with the
5   employee, including benefit expenses; and
6   wage.

1   Claim 8 (original): The method of claim 3, wherein specifying characteristics further

2   comprises specifying whether a profile may be hired into, and a time period required to

3   bring an employee hired into the profile to a predefined level of efficiency.

1   Claim 9 (original): The method of claim 3, further comprising displaying the calculated

2   effect of the long-rang staffing plan, comprising displaying for each queue of the at least

3   one queue for each of a plurality of predefined time periods:

4   a contact volume;

5   a predefined average handling time goal;

6   an actual service level; and

7   a required service level.

1   Claim 10 (original): The method of claim 9, wherein displaying further comprises displaying

2   calculated effects of more than one staffing plan on a single display for comparison.

1   Claim 11 (original): The method of claim 10, wherein the calculated effects of each of the

2   more than one staffing plan are arranged as rows and columns, and wherein displaying

3   comprises placing corresponding rows from calculated effects of each of the more than

4   one staffing plan in proximity to one another.

1   Claim 12 (original): The method of claim 10, wherein the calculated effects of each of the

2   more than one staffing plan are arranged as rows and columns, and wherein displaying

3   comprises placing corresponding columns from calculated effects of each of the more

4   than one staffing plan in proximity to one another.

1   Claim 13 (original): The method of claim 4, wherein the estimated cost of the long-range

2   staffing plan includes a training cost that reflects a period of time required for an

3   employee to reach a predefined level of performance.

1   Claim 14 (original): The method of claim 5, wherein the contact center comprises multiple
2   queues and multiple types of contact media, wherein the skill set includes skills across
3   multiple queues and multiple contact media.

1   Claim 15 (original): The method of claim 14, wherein iteratively calculating effects of adding
2   the additional employees taking into account each employee already added includes
3   assigning additional employees across multiple queues and multiple contact media.

1   Claim 16 (currently amended) A system for long-range staffing planning in a contact center,
2   wherein the multi-contact center processes a plurality of contact queues comprising a
3   plurality of contact media, the system comprising:
4   at least one server comprising at least one storage device; and
5   at least one client processor coupled to the server through a network, wherein the client
6   processor is coupled to a plurality of storage devices, including a storage device that
7   stores instructions that, when executed, cause the at least one client processor to,
8   receive a definition of at least one employee profile, wherein an employee profile
9   comprises a group of employees that have similar characteristics, wherein the
10   characteristics include a skill set and an efficiency percentage, and wherein the at
11   least one employee profile includes employees not currently existing;
12   receive a definition of at least one queue, wherein the at least one queue handles a
13   plurality of contacts through a plurality of contact media;
14   receiving a specification of at least one criteria to be satisfied by a long-range staffing
15   plan; and
16   calculating an effect of staffing the at least one queue with the at least one employee
17   profile while satisfying the at least one criteria, wherein the calculated effect
18   includes a service level for the at least one queue, and an effective cost per hour.

1   Claim 17 (original): The system of claim 16, wherein the calculated effect further includes a
2   queue occupancy for each queue, and an estimated cost of the long-range staffing plan.

1   Claim 18 (original): The system of claim 16, wherein calculating comprises:

2   adding a first employees from the at least one profile to a proposed schedule, wherein

3   there is an available work associated with each employee in the at least one profile,

4   and wherein the proposed schedule is for servicing the at lease one queue over a

5   predefined time period;

6   calculating an effect of adding the first employee, wherein adding an employee includes

7   distributing the available work associated with the employee among the at least one

8   queue;

9   adding a next employee from the at least one profile to the proposed schedule;

10   calculating an effect of adding the next employee taking into account the effect of having

11   added the first employee; and

12   iteratively adding additional employees to the proposed schedule and iteratively

13   calculating effects of adding the additional employees taking into account each

14   employee already added until the available work for every employee from the at least

15   one profile has been distributed.

1   Claim 19 (original): The system of claim 18, wherein calculating the effect of adding the next

2   employee includes redistributing available work among the at least one queue, and

3   recalculating a workload remaining.

1   Claim 20 (original): The system of claim 16, wherein the characteristics further include:

2   shrinkage, wherein shrinkage comprises various categories of time for which an

3   employee is paid, but during which the employee does not work;

4   burden, wherein burden comprises various categories of expenses associated with the

5   employee, including benefit expenses; and

6   wage.

1   Claim 21 (currently amended): The system of claim 16, wherein the characteristics further

2   include whether a profile may be hired into, and a time period required to bring an

3   employee hired into the profile to a predefined level of efficiency.

1   Claim 22 (original): The system of claim 16, wherein the instructions, when executed, further
2   cause the at least one client processor to display the calculated effect of the long-rang
3   staffing plan, comprising displaying for each queue of the at least one queue for each of a
4   plurality of predefined time periods:
5   a contact volume;
6   a predefined average handling time goal;
7   an actual service level; and
8   a required service level.

1   Claim 23 (original): The system of claim 22, further comprising displaying calculated effects
2   of more than one staffing plan on a single display for comparison as specified by a user.

1   Claim 24 (original): The system of claim 23, wherein the calculated effects of each of the
2   more than one staffing plan are arranged as rows and columns and, in response to the user
3   specification, corresponding rows from calculated effects of each of the more than one
4   staffing plan are displayed in proximity to one another.

1   Claim 25 (original): The system of claim 23, wherein the calculated effects of each of the
2   more than one staffing plan are arranged as rows and columns, and, in response to the
3   user specification, corresponding columns from calculated effects of each of the more
4   than one staffing plan are displayed in proximity to one another.

1   Claim 26 (original): The system of claim 17, wherein the estimated cost of the long-range
2   staffing plan includes a training cost that reflects a period of time required for an
3   employee to reach a predefined level of performance.

1   Claim 27 (original): The system of claim 18, wherein iteratively calculating effects of adding
2   the additional employees taking into account each employee already added includes
3   assigning additional employees across multiple queues and multiple contact media.

1   Claim 28 (original): The system of claim 16, wherein the storage device that stores the
2   instructions is accessed by the at least one processor through the network.

1   Claim 29 (original): The system of claim 16, wherein the storage device that stores the
2   instructions is the at least one storage device of the server.

1   Claim 30 (currently amended): An electromagnetic medium containing executable
2   instructions which, when executed in a processing system, cause the system to generate
3   effects of a proposed long-range staffing plan for a contact center, wherein generating
4   comprises:
5   defining at least one employee profile, wherein an employee profile comprises a group of
6   employees that have the same skills, wherein the at least one employee profile
7   includes employee profiles not currently existing, and wherein defining comprises
8   specifying characteristics, including a skill set and an efficiency percentage;
9   defining at least one queue;
10   specifying at least one criteria to be satisfied by a long-range staffing plan; and
11   calculating an effect of staffing the at least one queue with the at least one employee
12   profile while satisfying the at least one criteria, wherein the calculated effect includes
13   a service level for the at least one queue, and an effective cost per hour.

1   Claim 31 (original): The electromagnetic medium of claim 30, wherein the calculated effect
2   further includes a queue occupancy for each queue, and an estimated cost of the long-
3   range staffing plan.

1   Claim 32 (original): The electromagnetic medium of claim 30, wherein calculating
2   comprises:
3   adding a first employees from the at least one profile to a proposed schedule, wherein
4   there is an available work associated with each employee in the at least one profile,
5   and wherein the proposed schedule is for servicing the at lease one queue over a
6   predefined time period;

7   calculating an effect of adding the first employee, wherein adding an employee includes

8   distributing the available work associated with the employee among the at least one

9   queue;

10   adding a next employee from the at least one profile to the proposed schedule;

11   calculating an effect of adding the next employee taking into account the effect of having

12   added the first employee; and

13   iteratively adding additional employees to the proposed schedule and iteratively

14   calculating effects of adding the additional employees taking into account each

15   employee already added until the available work for every employee from the at least

16   one profile has been distributed.

1   Claim 33 (original): The electromagnetic medium of claim 32, wherein calculating the effect

2   of adding the next employee includes redistributing available work among the at least one

3   queue, and recalculating a workload remaining.

1   Claim 34 (original): The electromagnetic medium of claim 30, wherein the characteristics

2   further include:

3   shrinkage, wherein shrinkage comprises various categories of time for which an

4   employee is paid, but during which the employee does not work;

5   burden, wherein burden comprises various categories of expenses associated with the

6   employee, including benefit expenses; and

7   wage.

1   Claim 35 (original): The electromagnetic medium of claim 30, wherein specifying

2   characteristics further comprises specifying whether a profile may be hired into, and a

3   time period required to bring an employee hired into the profile to a predefined level of

4   efficiency.

1   Claim 36 (original): The electromagnetic medium of claim 30, further comprising displaying
2   the calculated effect of the long-rang staffing plan, comprising displaying for each queue
3   of the at least one queue for each of a plurality of predefined time periods:
4   a contact volume;
5   a predefined average handling time goal;
6   an actual service level; and
7   a required service level.

1   Claim 37 (original): The electromagnetic medium of claim 36, wherein displaying further
2   comprises displaying calculated effects of more than one staffing plan on a single display
3   for comparison.

1   Claim 38 (original): The electromagnetic medium of claim 37, wherein the calculated effects
2   of each of the more than one staffing plan are arranged as rows and columns, and wherein
3   displaying comprises placing corresponding rows from calculated effects of each of the
4   more than one staffing plan in proximity to one another.

1   Claim 39 (original): The electromagnetic medium of claim 37, wherein the calculated effects
2   of each of the more than one staffing plan are arranged as rows and columns, and wherein
3   displaying comprises placing corresponding columns from calculated effects of each of
4   the more than one staffing plan in proximity to one another.

1   Claim 40 (original): The electromagnetic medium of claim 3 1, wherein the estimated cost of
2   the long-range staffing plan includes a training cost that reflects a period of time required
3   for an employee to reach a predefined level of performance.

1   Claim 41 (original): The electromagnetic medium of claim 32, wherein the contact center
2   comprises multiple queues and multiple types of contact media, wherein the skill set
3   includes skills across multiple queues and multiple contact media.

1   Claim 42 (original): The electromagnetic medium of claim 41, wherein iteratively calculating

2   effects of adding the additional employees taking into account each employee already

3   added includes assigning additional employees across multiple queues and multiple

4   contact media.